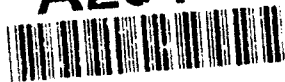


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UNITED STATES ARMY
HEALTH CARE STUDIES AND
CLINICAL INVESTIGATION ACTIVITY

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SURVEY OF MOBILIZED RESERVE COMPONENTS ARMY MEDICAL PERSONNEL

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SURVEY OF MOBILIZED RESERVE COMPONENTS ARMY MEDICAL PERSONNEL

Headquarters, U.S. Army Health Services Command (HQ HSC) requested assistance in the development and scoring of a questionnaire to assess attitudes of reserve Army medical personnel mobilized to stations in continental United States during Operation Desert Storm. During Operation Desert Shield/Storm 53 units were mobilized in support of the HSC mission.

METHOD

Subjects

Survey packets were sent from HQ HSC to installations where reserve units were demobilizing during April and May 1991. Of the 10,000 surveys sent, responses were received from 3,930 reservists.

Procedure

Packages of surveys were sent to installations where reservists were demobilizing. The surveys were administered, collected, and returned to HQ HSC. Surveys were edited for analyses. Descriptive and comparative statistics were calculated.

RESULTS

OVERVIEW

Descriptive statistics were calculated. The sample demographics were summarized. Overall levels of ratings were described, the highest and lowest are reported. Comparisons were made as a function of reserve category, occupational specialty, and rank.

DEMOGRAPHICS

Surveys were received from 3,930 personnel. Summary statistics for the demographics and rated items are found in Table 1. The sample was 58.6% male, 15.7% dual family member, 59.4% married. Personnel were grouped according to rank, years of service, occupational specialty, and reserve category (Troop Program Unit, Individual Mobilization Augmentee, Individual Ready Reserve). The Troop Program Unit reservists constituted 88.0% of the sample. The occupational specialties were broken down by groupings according to rank, years of service, and reserve category. Tables 2 through 5 summarize the findings.

OVERALL LEVELS

The items with the lowest ratings in Table 1 were (Q22) "Throughout the mobilization process, communication from the parent unit was sufficient," (Q23) "Throughout the mobilization process, communication from the installation was sufficient," (Q29) "Fragmentation of my unit was explained at home station," and (Q32) "Fragmentation of my unit had no impact on me."

The items with the highest ratings in Table 1 were (Q24) "Upon mobilization, I was issued a green ID card with minimal problems," (Q16) "In preparation for mobilization, I made arrangements for my business affairs to be properly managed," (Q18) "The mobilization orders I received were correct," (Q28) "When I was first called up, I was eager to serve my country," and (Q49) "A command information program conducted by the gaining command would be of value in understanding and completing the mission."

COMPARATIVE ANALYSES

The rated items used a 6-point Likert scale where 1 = strongly disagree, 3 = neither agree nor disagree, 5 = strongly agree, and 6 = non applicable. For scoring purposes, blank and non applicable responses (6) were treated as missing values. The number of items unanswered was a problem.

Comparisons were made of groups according to reserve category, occupational specialty, rank, and years of service. Table 2 shows the breakdown of Rank Grouping by Years of Service Grouping. The distributions of the lower ranking enlisted and officer groups showed the largest groups in the 6-10 and 0-3 years of service categories. About 10% of the sample reported 20 or more years of service.

In comparing the reserve category membership, the majority (88.0%) reported being in Troop Program Units (TPUs). There was some confusion among reservists unable to choose the category in which they belonged; this accounted for the large number of missing entries in Table 3.

The breakdown of occupational specialties by reserve category showed the large numbers of reservists in TPUs who were physicians, nurses, and medical services enlisted personnel. Table 4 displays the breakdown.

Table 5 shows the distribution of responses to the rated items by the selected specialties: physicians, nurses, physician's assistants, and medical services enlisted personnel. The occupational specialties were further divided into rank categories. The company grade physicians frequently reported responses which differed most from the overall and other sets of responses. For the company grade physicians, the lack of communication and information were dissatisfying (Q14, Q15, Q20, Q21, Q22, Q23, Q29, and Q32). Fragmentation of units was also unsettling for the company grade physicians. The groups that reported suffering financially because of the mobilization (Q46) were the field grade physicians and the physician's assistants. The effect of the mobilization on the career intentions (Q52) was that the company grade physicians were more likely to plan to leave the reserves. Similarly, the lower ranking medical services enlisted personnel reported planning to leave the reserves as well.

DISCUSSION

Approximately 4,000 of the 10,000 surveys were returned. Reasons for the surveys not being sent back related to soldiers being unavailable either because they had been demobilized or had not returned from Southwest Asia.

The sample was predominantly from Troop Program Units (88.0%). In general, the reservists were pleased with their experiences, though there were significant concerns expressed about the lack of communication and information provided. The fragmentation of units was not adequately explained.

Lack of communication from both the parent unit and from the installation caused concern. When there was communication from the parent unit, there was more likely to be communication from the installation, and support from the parent unit. Apparently, reservists from units that provided the information were well prepared and felt they contributed to the mission.

The reservists were eager to serve their country. The soldier's participation was supported by the spouse. Since 59.4% of the sample were married, having family support was important. The support of the spouse was critical in soldiers planning to remain in the reserves until eligible to retire.

Soldiers who felt they were well utilized during mobilization were likely to report their contribution to the mission was significant and that they were given responsibilities commensurate with their rank and expertise. The reservists felt part of the active Army medical team at the receiving units.

The physicians, particularly the company grade officers, were generally least satisfied with the fragmentation of the units and the lack of communication and information. The field grade physicians reported suffering financially because of the mobilization. The company grade physicians were more likely to plan to leave the reserves.

CONCLUSIONS

Surveys were received from 3,930 reserve personnel, the majority from Troop Program Units (88.0%).

The mobilization and utilization experiences were generally positive.

Issues of concern related to communication and information.

Fragmentation of units was not well explained.

Retention of lower grade physicians and lower ranking enlisted medical service personnel may become problematic.

Support of families to reservists is critical toward their remaining in the reserves.

RECOMMENDATIONS

If reserve personnel train together in a unit, they need to be mobilized and utilized as a unit. Fragmentation of units is disruptive.

Personnel need more communication and information about what is happening and why.

Support programs for military families should be encouraged.

Table 1

Descriptive Statistics for Demographic Data and Rated Items

DEMOGRAPHIC DATA

											Mean	Std. (Dev) (n=3930)	Missing
1	Total years in service										10.6	7.2	40
2	Months remaining in commitment										33.4	27.1	558
5	Reserve category												
	Troop Program Unit (TPU)										2933		
	Individual Mobilization Augmentee (IMA)										199		
	Individual Ready Reserve (IRR)										120		
	Other										80		
													598
6	Gender												
	male										2225		
	female										1571		
													134
7	Rank												
	E1	3	E6	361	WO1	0	01	99	04	407			
	E2	40	E7	233	WO2	8	02	273	05	369			
	E3	184	E8	51	WO3	12	03	291	06	176			
	E4	863	E9	13	WO4	1			07	2			
	E5	529											15
8	Dual-member family												
	yes										565		
	no										3028		
													337
9	Marital status												
	Single										1065		
	Married										2250		
	Divorced										378		
	Widowed										20		
	Separated										76		
													141
10	Dependents												
	0	1244	5	98									
	1	713	6	22									
	2	687	7	8									
	3	678	8	3									
	4	329	9	1									
													147

Table 1 continued

RATED ITEMS

PRIOR TO MOBILIZATION

	Mean	Std. (Dev) (n=3930)	Missing
14 Information provided to me from my parent unit prior to mobilization was adequate	3.2	1.4	177
15 Before this mobilization, I had unresolved pay problems with my unit for drills performed	2.2	1.6	735
16 In preparation for mobilization, I made arrangements for my business affairs to be properly managed	4.2	1.1	249
17 My training prior to mobilization was applicable to the mission	3.7	1.4	171

DURING MOBILIZATION

18 The mobilization orders I received were correct	4.1	1.3	129
19 My reporting instructions to the mobilization station were clear	4.0	1.3	101
20 At mobilization time, the unit mission was explained	3.2	1.5	145
21 At mobilization time, the unit mission was understood	3.2	1.5	145
22 Throughout the mobilization process, communication from the parent unit was sufficient	2.8	1.5	183
23 Throughout the mobilization process, communication from the installation was sufficient	2.8	1.4	105
24 Upon mobilization, I was issued a green ID card with minimal problems	4.3	1.1	164
25 My family care plan was completed as mobilization occurred	4.0	1.2	865
26 At the time it was called, my unit was well prepared	3.6	1.3	366
27 The transition from the reserve components to active duty was easy	3.2	1.4	113

Table 1 continued

		Mean	Std. (Dev) (n=3930)	Missing
28	When I was first called up, I was eager to serve my country	4.1	1.1	141
29	Fragmentation of my unit was explained at home station	2.8	1.5	357
30	Fragmentation of my unit was explained once mobilized	3.0	1.4	374
31	Fragmentation of my unit was understood	3.0	1.4	343
32	Fragmentation of my unit had no impact on me	2.8	1.5	394
33	Since mobilization, support from the receiving unit has been good	3.4	1.4	144
34	Since mobilization, support from the parent unit has been good	3.1	1.4	263
AT DUTY STATION				
35	In-processing at the installation was smooth and well orchestrated	3.4	1.3	82
36	Billets available to me were suitable	3.3	1.6	442
37	Pay was accurate and timely	3.3	1.5	107
38	When I reported for duty, the reception was enthusiastic and supportive	3.5	1.3	97
39	I felt that I became a member of the active Army medical team at the receiving unit	3.4	1.4	134
40	Medical supplies and equipment were readily available in order to accomplish the mission	3.8	1.2	440
41	At my duty station, I was given responsibilities commensurate with my rank and expertise	3.7	1.4	127
42	I was well utilized during mobilization	3.6	1.5	104
43	My active duty assignment is similar to my reserve assignment	3.1	1.6	180
44	I think my contribution to the mission was significant	4.0	1.3	111

Table 1 continued

	Mean	Std. (Dev) (n=3930)	Missing
45 My spouse supports my participation in the Army Reserve/Guard	3.7	1.4	1186
46 I have suffered financially because of mobilization	3.1	1.5	209
47 A business care plan, similar to the family care plan, would have been helpful in preparing me financially for mobilization	3.6	1.2	737
48 A command information program was conducted by the gaining command	3.1	1.3	358
49 A command information program conducted by the gaining command would be of value in understanding and completing the mission	4.1	1.0	322
CAREER INTENTIONS			
50 I plan to leave the reserves upon completion of my current enlistment/obligation	2.7	1.6	323
51 I plan to remain in the reserves but not necessarily until retirement	2.5	1.4	655
52 I plan to remain in the reserves until eligible for retirement	3.3	1.5	459

Note: a 6-point Likert scale was used for items 14 to 52
 where 1 = strongly disagree -- definitely not
 2 = somewhat disagree -- probably not
 3 = neither agree nor disagree -- have no opinion
 4 = somewhat agree -- probably yes
 5 = strongly agree -- definitely
 6 = non applicable (missing)

Table 2

Rank Grouping by Years of Service Grouping

Rank	Years of Service Grouping					
	0 - 3	4 - 5	6 - 10	11 - 20	21 - 49	Unclassified
Enlisted E1-E5	458	392	512	238	7	12
Enlisted E6-E9	4	3	77	435	135	4
Warrant Officer	0	0	6	7	8	0
Officer 01-03	216	88	207	128	12	11
Officer 04-06	36	21	118	539	229	10
Officer 07	0	0	0	0	2	0
Unclassified	3	0	1	7	1	3

Table 3

Rank Grouping by Reserve Category

Rank	Reserve Category				Total
	TPU	IMA	IRR	Other	
Enlisted E1-E5	1087	50	54	18	1209
Enlisted E6-E9	527	30	11	17	585
Warrant Officer	12	2	2	5	21
Officer 01-03	533	32	22	13	600
Officer 04-06	766	82	31	27	906
Officer 07	2	0	0	0	2
Unclassified	6	3	0	0	9
Missing					598

Table 4

Occupational Specialties by Reserve Category

Occupational Specialty	Reserve Category				Total
	TPU	IMA	IRR	Other	
Officers					
Chaplain	8	1	0	1	10
Physician	334	25	120	15	388
Dentist	79	6	1	1	87
Veterinary	11	2	0	2	15
Medical Specialist	49	3	2	0	54
Nurse	589	19	26	15	649
Medical Service Admin	87	28	2	1	118
Medical Service Provdr	91	24	6	2	123
Chemical	1	0	0	0	1
Warrant Officers					
Physician's Assistant	7	2	2	4	15
Enlisted					
Administration	198	4	2	5	209
Supplies & Services	68	7	5	1	81
Medical Services	1258	63	55	27	1314
Support & Maintenance	7	2	0	0	1
Unclassified	146	13	5	6	170
Missing					598

Table 5

Rated Item Means by Selected Specialty by Rank Group

PRIOR TO MOBILIZATION

			MC	MC	NC	NC	PA	EM	EM
		Ovr1	1-3	4-6	1-3	4-6	WO	1-5	6-9
	cell size	3930	63	353	435	269	15	1219	547
14	Information provided to me from my parent unit prior to mobilization was adequate	3.2	2.4	3.0	3.1	3.3	2.7	3.0	3.3
15	Before this mobilization, I had unresolved pay problems with my unit for drills performed	2.2	2.8	2.2	2.5	1.7	2.0	2.2	2.1
16	In preparation for mobilization, I made arrangements for my business affairs to be properly managed	4.2	3.9	3.7	4.4	4.6	4.1	4.2	4.4
17	My training prior to mobilization was applicable to the mission	3.7	3.8	4.0	3.8	4.1	4.1	3.4	3.7

DURING MOBILIZATION

18	The mobilization orders I received were correct	4.1	3.8	4.1	4.2	4.3	3.7	4.0	4.1
19	My reporting instructions to the mobilization station were clear	4.0	3.1	3.9	4.0	4.3	2.9	3.9	4.0
20	At mobilization time, the unit mission was explained	3.2	2.2	3.0	3.4	3.4	3.0	3.1	3.1
21	At mobilization time, the unit mission was understood	3.2	2.2	2.9	3.3	3.4	3.5	3.1	3.0
22	Throughout the mobilization process, communication from the parent unit was sufficient	2.8	1.8	2.7	2.6	2.8	2.9	2.7	2.8
23	Throughout the mobilization process, communication from the installation was sufficient	2.8	1.7	2.7	2.7	2.9	3.4	2.7	2.8
24	Upon mobilization, I was issued a green ID card with minimal problems	4.3	4.4	4.2	4.2	4.1	4.4	4.3	4.4
25	My family care plan was completed as mobilization occurred	4.0	3.9	3.7	4.2	4.3	4.5	3.9	4.1
26	At the time it was called, my unit was well prepared	3.6	3.1	3.6	3.6	3.9	3.5	3.4	3.7

Table 5 continued

		Ovr1	MC 1-3	MC 4-6	NC 1-3	NC 4-6	PA WO	EM 1-5	EM 6-9
27	The transition from the reserve components to active duty was easy	3.2	2.4	3.1	3.1	3.4	3.7	3.1	3.3
28	When I was first called up, I was eager to serve my country	4.1	4.2	4.3	4.2	4.4	3.7	3.8	4.3
29	Fragmentation of my unit was explained at home station	2.8	1.7	2.3	2.6	2.7	2.6	2.8	2.8
30	Fragmentation of my unit was explained once mobilized	3.0	2.3	2.8	2.8	3.0	3.5	3.0	2.9
31	Fragmentation of my unit was understood	3.0	2.2	2.7	2.8	2.8	4.5	3.1	3.0
32	Fragmentation of my unit had no impact on me	2.8	1.9	2.8	2.6	2.6	3.1	2.8	2.8
33	Since mobilization, support from the receiving unit has been good	3.4	3.0	3.5	3.5	3.7	4.3	3.3	3.3
34	Since mobilization, support from the parent unit has been good	3.1	2.2	3.0	2.9	3.0	3.5	3.1	3.1
AT DUTY STATION									
35	In-processing at the installation was smooth and well orchestrated	3.4	3.0	3.5	3.2	3.5	3.5	3.2	3.5
36	Billets available to me were suitable	3.3	3.4	3.2	3.1	3.0	3.6	3.2	3.4
37	Pay was accurate and timely	3.3	2.2	2.6	3.3	3.8	3.4	3.1	3.4
38	When I reported for duty, the reception was enthusiastic and supportive	3.5	3.3	3.5	3.7	3.8	3.4	3.3	3.4
39	I felt that I became a member of the active Army medical team at the receiving unit	3.4	3.3	3.6	3.6	3.7	3.8	3.3	3.2
40	Medical supplies and equipment were readily available in order to accomplish the mission	3.8	3.5	3.8	3.8	4.0	3.8	3.8	3.8
41	At my duty station, I was given responsibilities commensurate with my rank and expertise	3.7	4.1	4.0	3.8	3.7	3.7	3.5	3.5
42	I was well utilized during mobilization	3.6	3.0	3.6	3.6	3.9	3.6	3.5	3.6

Table 5 continued

		Ovr1	MC 1-3	MC 4-6	NC 1-3	NC 4-6	PA WO	EM 1-5	EM 6-9
43	My active duty assignment is similar to my reserve assignment	3.1	3.4	3.7	3.2	2.9	3.3	2.9	3.0
44	I think my contribution to the mission was significant	4.0	3.3	3.9	4.1	4.5	4.0	3.8	4.0
45	My spouse supports my participation in the Army Reserve/Guard	3.7	2.5	3.2	3.9	4.5	3.3	3.6	3.9
46	I have suffered financially because of mobilization	3.1	3.8	4.1	3.4	2.7	4.1	3.0	3.1
47	A business care plan, similar to the family care plan, would have been helpful in preparing me financially for mobilization	3.6	3.5	3.6	3.5	3.2	3.6	3.7	3.7
48	A command information program was conducted by the gaining command	3.1	2.5	2.7	3.3	3.3	3.7	3.1	3.1
49	A command information program conducted by the gaining command would be of value in understanding and completing the mission	4.1	4.1	4.1	4.1	4.4	4.2	4.0	4.2

CAREER INTENTIONS

50	I plan to leave the reserves upon completion of my current enlistment/obligation	2.7	3.8	2.9	2.6	1.8	2.3	3.2	2.4
51	I plan to remain in the reserves but not necessarily until retirement	2.5	2.2	2.3	2.7	2.0	1.6	2.6	2.4
52	I plan to remain in the reserves until eligible for retirement	3.3	2.2	3.1	3.2	4.5	3.3	2.7	4.1

Notes: a 6-point Likert scale was used for items 14 to 52

- where 1 = strongly disagree -- definitely not
- 2 = somewhat disagree -- probably not
- 3 = neither agree nor disagree -- have no opinion
- 4 = somewhat agree -- probably yes
- 5 = strongly agree -- definitely
- 6 = non applicable (missing)

- Ovr1 = overall sample mean (n=3930)
- MC = physician
- NC = nurse
- PA = physician's assistant
- EM = medical services enlisted
- 1-3 = company grade officer
- 4-6 = field grade officer
- WO = warrant officer
- 1-5 = E1-E5 enlisted
- 6-9 = E6-E9 enlisted